

Learning Services Manager - NTO/GxP " >

Job ID

328005BR

Oct 11, 2021

India

Job Description

5000+! That's how many people the curious and inspiring team you will lead supports.

Join us as Head P&O for Global Quality where you will be part of one of the largest, most complex and impactful organizations which is touching every part of our business.

Your responsibilities include, but are not limited to :

- Lead Learning Services delivery team to handle delivery of services to customer, ensuring adherence to TAT
- Ensure timely execution of Service Level Agreement (SLA) and Learning Services catalogue revisions
- Build strong partnership with customers and partners to ensure smooth transition of learning administration responsibility to Learning & Talent Services
- Act as an escalation point of contact for customers and team members for any GxP or non-GxP issues and guide team in resolving operational issues and service partner concerns, and ensuring clear articulation of potential recommendations/solutions to all stakeholders
- Select, recruit, develop, handle, coach, coordinate and appraise the performance of direct reporting associates and ensure high quality performance management across the team
- Lead related investigations to maintain compliance with local and global operating procedures
- Ensure all time readiness for customer and internal audits and follow up on implementation of agreed CAPAs in the responsible service area

Diversity & Inclusion / EEO

Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

Minimum Requirements

- Graduate/Postgraduate in Pharmacy / Life Sciences / Engineering / MBA or equivalent from reputed institute
- 10+ years of experience in QA/QMS/Learning Management in matrix organization (Pharma preferred)
- In depth GxP knowledge, broad IT tools knowledge, proficient in MS-Office

- Excellent communication, presentation and interpersonal skills
- Problem solving, Decision making, Investigation and Planning skills
- Project management and Negotiation skills

Why consider Novartis?

799 million. That's how many lives our products touched in 2019. And while we're proud of that fact, in this world of digital and technological transformation, we must also ask ourselves this: how can we continue to improve and extend even more people's lives?

We believe the answers are found when curious, courageous and collaborative people like you are brought together in an inspiring environment. Where you're given opportunities to explore the power of digital and data. Where you're empowered to risk failure by taking smart risks, and where you're surrounded by people who share your determination to tackle the world's toughest medical challenges.

Imagine what you could do at Novartis!

Commitment to Diversity & Inclusion:

Novartis embraces diversity, equal opportunity and inclusion. We are committed to building diverse teams, representative of the patients and communities we serve, and we strive to create an inclusive workplace that cultivates bold innovation through collaboration, and empowers our people to unleash their full potential. Novartis are an equal opportunities employer and welcome applications from all suitably qualified persons

Division

CTS

Business Unit

HR NBS

Location

India

Site

Hyderabad, AP

Company / Legal Entity

Nov Hltcr Shared Services Ind

Functional Area

Human Resources

Job Type

Full Time

Employment Type

Regular

Shift Work

No

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